

IP Relay is important to me because I have been given a choice of which relay service I would like to use daily. Whether is to use of texting via IP-Relay or to use Video Relay Service. I have been using IP-Relay app via iPhone when I was on the road. And it is beyond wonderful using IP-Relay when I have morning series of bed-hair. There are people who are Deaf and do not sign. IP-Relay is made for them – a true accessibility. While I do not know the mechanics of the cost structure of IP relay service providers, I am concerned of the dwindling number of service providers. It is essential that the FCC ensure a reasonable rate to ensure that there is a healthy and viable level of competition within the industry.

I am aware that the industry is experiencing declining volume and thus is harder to attract new entrants into the industry. I urge the FCC to establish reimbursement rates that will provide existing providers enough incentive to continue to provide services and to improve it further.

Sincerely,

Jennifer Ann Cook
IP-Relay Customer since 2000